

GROW HOUSE GROW

HANDMADE CEMENT TILE LIMITED WARRANTY POLICY

PRODUCTION DEFECTS

Step one of a great install is the perfect tile. Every piece of Grow House Grow cement tile is made by hand: from creating the mold and mixing our natural pigments, to hand-pouring, pressing, and curing. Because of this, some variation in color, finish, edging, and pattern is an inherent (and desired!) element of cement tile.

Any piece of tile showing an excessive production defect upon unpacking and inspection should be set aside. Should such defects amount to more than 10-15% of your order and/or exceed what is needed to complete your installation, Grow House Grow will send replacement tile.

Any claims of this nature must be made prior to installation, and accompanied with photo documentation for our records.

DAMAGES IN DELIVERY

Please examine your tile pallet while the delivery driver is still present. The driver should note all damages in their paperwork prior to leaving the site. In the unlikely event your order is damaged in commercial freight delivery, Grow House Grow will replace the quantity needed to complete your installation free of charge. Please note that this policy is a courtesy, and that Grow House Grow is in no way liable for tile damaged in transit. FOB Laredo, Texas.

REPLACEMENT TILE

Should your project require replacement tile due to excessive production defects or damages in delivery, Grow House Grow will replace no more than the number of pieces required to complete installation. For example: two boxes [24 pieces] of cement tile arrive broken, and eight tiles are still needed to complete your job. Grow House Grow will send one more box of 12 tiles, gratis. While we do our best, replacement tile cannot always be rushed and may be subject to normal lead-times.

LIABILITY

Grow House Grow does not assume financial responsibility beyond the sale price of the tile itself, excluding freight delivery charges. Because Grow House Grow is not responsible for product after it has been installed, professional installation is highly recommended. No guarantee is made against crazing, efflorescence, or breakage during or after installation. While cement tile is made to last a lifetime, normal wear and tear--including patina, fading, staining, etc.--can occur over time regardless of sealant and maintenance schedule. Each tile installation will grow into its space uniquely.

Thank you for choosing Grow House Grow, and we hope you love your tiles for years to come!